

TENNESSEE REGULATORY AUTHORITY

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Nashville, Tennessee 37243-0505

July 2, 2003

Mr. Guilford F. Thornton, Jr.
Stokes Bartholomew Evans & Petree, P.A.
424 Church Street, Suite 2800
Nashville, Tennessee 37219

RE: *Complaint of Citizens Telecommunications Company of Tennessee, LLC against Ben Lomand Communications, Inc.* Docket No. 03-00331

Dear Mr. Thornton:

On May 9, 2003, Citizens Telecommunications Company of Tennessee, LLC ("Citizens") filed a complaint with the Authority against Ben Lomand Communications, Inc. ("BLC"). The complaint alleges that: (1) BLC has been offering special promotions to customers and potential customers in Sparta and McMinnville, Tennessee without complying with the rules of the TRA; and (2) BLC is using drop wire and house cabling on the network side of the customer interface point and entrance cabling owned by Citizens to provide service to Citizens' former customers that BLC has taken from Citizens.

In order to further evaluate these allegations, please provide the following information:

1. Specific examples, including customer names, of non-tariffed special promotions offered to customers and potential customers in the Sparta and McMinnville areas.
2. Specific examples of situations where, without permission, BLC used Citizens drop wire and cabling to provide service to a customer. Include dates, location and customer name in specific incidents as well as a discussion of steps taken by the two parties to remedy the situation.

Please provide this information by July 14, 2003. If you have any questions concerning this matter, or require additional information, please contact C.D. Mundy at 615-741-2791 ext. 166 or myself at ext. 175.

Sincerely,

Joe Werner
Telecommunications Chief

cc: Mr H. LaDon Baltimore
Docket File